

P-2923 CHANGES IN CIRCUMSTANCES (Seasonal Fuel Assistance Rule 2923) (7/1/25, 25-16)

Effect on Eligibility or Benefits

The household is required to report any changes in circumstances within ten days. Any changes reported for other programs will not affect eligibility or the benefit level once the household's eligibility and benefit amount have been approved and the fuel benefit has been issued.

If the household receives any other benefits from the Department, and a worker makes changes to the STAT panels for those other programs before the fuel benefit amount is set and the benefit has been issued, then a new version of FUEL/ELIG may be created based on this new information. Changes before payment MAY change the eligibility for the current season depending on the date the change is reported and the particular change in circumstance.

If the household fails or refuses to provide verification of circumstances for other ESD programs, and benefits for those other programs are denied or closed, eligibility for the fuel program will not be affected if the fuel benefit has already been issued for the heating season. Once a household has been granted fuel assistance, eligibility continues without change, except as stated below.

Death or Change in Residency

If the head of household—

- Dies, or
- Moves out of state, or
- Moves to an excluded living arrangement (e.g., jail or long-term care),

and if this information has been entered into ACCESS before the fuel benefit is issued, then the benefit will not be issued. In which case, another adult household member may apply for fuel benefits.

Information Needed When Circumstances Change

Moves

- When someone moves, gather all of the information related to their living situation: address, household members, fuel type, account numbers, housing type, number of

bedrooms, fuel dealer (including which office, if appropriate), and whether they pay for heat and electricity.

- Determine whether the cost of heat is now included in their rent payment.
- This information can be gathered by:
 - getting a new 201SF for, as it encompasses all this information, or
 - getting a verbal statement providing all required information.

Dealer Changes

- A dealer change can be made in ACCESS at any time.
 - Be sure to gather the fuel dealer's name and location and any new account numbers.
- If the benefit has already been issued, clients are responsible for contacting their previous dealer to request a transfer to their new supplier.
- Make the change in ACCESS and advise the client to contact both dealers.
- Fuel dealers must contact the fuel team if they have any questions.

Fuel Type Changes

- This follows the same process as Dealer changes. Be sure to gather the fuel dealer's name and location and any new account numbers.
- Update the information in ACCESS, but this will not change what they received.
- They will need to contact the dealer to have it transferred if they have a new dealer. If not, they will need to notify the new dealer of the fuel type change and any questions or concerns from the dealer will be directed to the fuel team.

Household Member Changes

- If a client was active in another household when a fuel benefit was issued, they have received fuel for that season and cannot receive it separately until the following season.
 - They can be removed as normal but will not be able to be approved until the current fuel season ends.

- All other changes are treated the same as usual. Update the information and approve the changes. It will never affect a fuel benefit that has already been issued.

For special circumstances or case queries first consult a Senior BPS or a Supervisor to determine if an email should be sent to the Fuel and Utility Programs Team at ahs.dcfesdfuelmgmt@vermont.gov.

See Seasonal Fuel Assistance Rule 2923 for more information about how changes in household circumstances affect fuel assistance benefits.